

## **U.S. Embassy Announces New Scheduling Procedures for Immigrant Visa Applicants**

### **Questions and Answers:**

**Q:** What do I need to have in order to schedule an initial interview appointment when I call this service?

**A:** The applicant should have received a letter from the U.S. Embassy in Manila informing him/her that the case is ready to be scheduled. The letter will include a case number (usually beginning with the letters MNL). The applicant and petitioner can use this service so long as they have the complete name and address of the applicant and the case number begins with MNL. It is best to have the principal applicant's passport number available as well.

**Q:** I am an Immigrant Visa applicant, but I'm not applying for a K visa. Can I use this service to schedule my initial appointment?

**A:** No. However, if you cannot keep your previously-scheduled appointment or have missed it, you must use the service to reschedule your appointment.

**Q:** I live in the United States, and I wish to call to schedule a visa appointment. What hours is the service available?

**A:** The service is available to the public from 8:00 a.m. to 6:00 p.m. (Filipino time), Monday to Friday. The Philippines is 12 hours ahead of Eastern Daylight Time, 15 hours ahead of Pacific Daylight Time, and 18 hours ahead of Hawaiian time.

**Q:** I live in the United States. How does the United States Visa Information Service number work? Can I schedule derivatives separately from the principal applicant?

**A:** After you pay \$18, you will receive a PIN. The PIN is good for 3 calls of any duration and lasts 90 days. If you need to schedule derivatives separately from the principal applicant, you can do so if you have not used up your 3 calls and are within your 90 days.

**Q:** My petitioner just received a letter from Citizenship and Immigration Services stating that my K visa petition was approved. Can I use the service now to schedule my appointment?

**A:** No. You will receive a letter directly from the U.S. Embassy in Manila when you are qualified to schedule your appointment. The letter from the Embassy will contain a case number beginning with the letters MNL.

Q: I have submitted a G-28 form designating somebody as my representative. Can he or she use this service on my behalf?

A: Yes, but please allow 3-5 working days after submitting the G-28 form so that your representative's name can be processed in the system. Your representative will need your complete name and case number. Your representative should have your passport number when using this service.

Q: There has been a change in my marital status that could affect my visa eligibility. Should I report this change through this service?

A: No. You should report changes of marital status to the National Visa Center in the United States.

Q: I am an immigrant visa applicant living in the Philippines, but I am not of Filipino nationality. Can I use this service?

A: If you have received a letter from the U.S. Embassy in Manila informing you that your case is ready to be scheduled for an interview you can use this service, regardless of your nationality. If you were informed by the National Visa Center that your case would be sent to a U.S. Embassy or Consulate in a different country, but are now residing in the Philippines, you should contact the U.S. Embassy in Manila by phone, e-mail, or fax to request that your case be transferred here. You can find instructions for contacting the Embassy at <http://manila.usembassy.gov/wwwwh3023.html>.

Q: My visa interview was delayed because I am awaiting medical examination results from St. Luke's Medical Center Extension Clinic. Can I reschedule my appointment with this service?

A: No. If you miss your interview appointment because of additional medical tests at St. Luke's, St. Luke's will assist you in rescheduling your appointment when you are cleared for a new interview date.

Q: Will these enhanced scheduling services also be available on-line?

A: No.